

JAN. 3. 1999 5:42PM

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NO. 8385 P. 1/2

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January 3, 1999

Mr. Daniel M. Armstrong
Associate General Counsel
Federal Communications Commission
Office of General Counsel
Litigation Division
445 12th Street, S.W.
Washington, DC 20554

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

418-1583

CC Docket No. 98-141

FAX 418-1413

RE: SBC Communications and Ameritech Corp. Merger

Dear Mr. Armstrong:

According to published reports, FCC is opposing the above merger on the grounds that it would not serve the "public interest."

I could not have agreed more with this decision. To elaborate on this point, I would like to share with you my personal and unfortunate experience with Ameritech Corp. in recent months, which highlights the following issues:

- 1) Ameritech's pathetic customer service.
- 2) Ameritech's alarming lack of any meaningful internal communications.
- 3) Blatant disregard and arrogance toward its customers' rights to receive the proper service in a timely manner, as promised.
- 4) Ineptitude and incompetence in servicing its customers' needs.
- 5) Inability to provide services as promised, i.e. providing faulty services in every step of the way.
- 6) Continued ignorance and lack of interest in resolving the ongoing problems.

The following is a highlight of the events that followed my request for service from Ameritech:

- 1) On October 2nd, 1998, I requested a transfer of local phone service to Ameritech. Despite many hours of phone conversation and warnings to bring to Ameritech's attention some of the problems that were surfacing, Ameritech failed to provide phone service to me until October 20th, 1998. I was promised service in 5 to 7 business days. The problems were all originated on the part of Ameritech, as I have highlighted above.
- 2) After supposedly completing the service request, I realized that I could not receive any calls from the numbers outside of the high rise building that I was residing at. Again it took many phone calls and another 8 days before Ameritech, again, supposedly took care of the problem.
- 3) At that time, I realized that, despite Ameritech's assurances, I could not receive any phone calls from the numbers within my building. This problem is still ongoing.
- 4) I had previously requested a different number in order to avoid this last problem, but I was turned down by Ameritech Service Dept.!!!

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- 5) In the meantime, despite failure to provide the proper service, Ameritech would try to charge me for resolving the problems created by its own poor service.
- 6) I have contacted the office of the Ameritech's CEO, Mr. Notebaert, whose associate has basically been very ignorant of the facts, irresponsible, and with lack of interest to be responsive to its obligations and its customers' needs.

Mr. Armstrong, I would be more than happy to provide you and your office with more details of the many frustrating hours that I spent on the phone with Ameritech, including names and numbers of people that I dealt with at Ameritech and some messages that were left on my answering machine.

It is both alarming and disturbing to me as to how incompetence, arrogance, and lack of interest are persistent and prevalent throughout Ameritech's organization and are embedded in its culture. All of which do little to serve the "public interest." I ask you, if Ameritech is unable to process and complete such an easy service request, what would anyone have to believe that the combined entity can do a better job, where job cuts and streamlining of operations are certain to follow. Once again it would be the customers whose rights and needs will be ignored by such companies as Ameritech.

Lack of competition created by the existing local phone monopolies and mega-mergers have done nothing but to reinforce this negative attitude among these huge telecommunications companies.

My opposition to this merger is based on facts and actual experience and not some conjecture. I strongly hope that your division stays the course by opposing this and other such mergers and bring about more competition at the local level, which would almost certainly bring an end to such arrogance and incompetence.

I also ask that your office remind Ameritech as to its ongoing duties to serve the public interest in its current capacity and not overlook its obligations to the public, which as always should be placed ahead of its shareholders' interest.

If I should be of further assistance to you and/or Litigation Division, please feel free to contact me at the phone number and address below. Mr. Armstrong, I hope your office takes a serious look at the problems highlighted above and make the decision to do the right thing. Thank you for your time and consideration of my unfortunate case.

Sincerely,



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